

## Volunteer CONNECTION

SUMMER 2023

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“Alone we can do  
so little, together  
so much”  
-Helen Keller

The above photo  
by Suzanne Rose  
shows the hands  
of many  
volunteers at  
Ascension Mercy



### Meet the Webbers!

Mercy Hospital Volunteer Services found two precious gems in Joan and Tom Weber. Joan has been volunteering since 1998 and Tom since 2009, working in various areas of the hospital; information desk, gardening and transport. They both agreed the transport position is their favorite because of the personal contact with patients and hospital staff, as well as the friendships they developed with fellow volunteers. Joan states, “My favorite and memorable moments volunteering at Mercy Hospital are forming relationships and developing friendships.” Tom concurred with her statement, “I enjoy developing a camaraderie with the hospital patients and guests.”

In Joan’s spare time, she enjoys needlework, quilting, and reading. She is an active grandparent and Tom describes her as the “matriarch of the family.” Joan started volunteering at St. Raphael Church and became interested in volunteering at the hospital. Joan reflects, “We have several doctors in the family and may have contributed to my decision to become a hospital volunteer.”



Joan & Tom

# Volunteer Spotlight – Tom and Joan Weber

Tom was motivated by Joan and his mother to volunteer at the hospital. Tom says, “My mother was a volunteer Candy Striper at Mercy Hospital.” He loves being a transport volunteer because of his love of people. He begins each transport with a friendly introduction, “Hi I’m Tom and I have lived my entire life in Oshkosh, how about you?” This introduction gets the hospital visitor talking and generally puts them at ease. In addition, Tom has a passion for gardening. He volunteers at Mercy watering the flowers in the beautiful courtyard and at Parkview Hospital planting flower beds and vegetables. He states, “I enjoy seeing the happiness on the face of patients when they visit the gardens.”

Joan and Tom both encourage people to volunteer because they enjoy “making a person’s day brighter” and the personal satisfaction they feel contributing to the greater good. Tom laughs, “Volunteering keeps me young and interested.” When I asked them about their future plans?” Joan chuckled and said, “Just keep going” and Tom proclaimed, “I plan to stay active well into my 90’s!”

Thank you, Joan and Tom, for your personal contribution, your life experience, and your wisdom you both bring to Mercy Hospital each time you volunteer!

Laura Hensel, Volunteer Coordinator

## Timely News

### Project SEARCH Updates



Left to Right: Graduates holding certificates: Austin S., Devin S., Alex S., Leroy L. Natalie L., Jenna H., Logan H., Sam A., & Asah H.

Congratulations to the nine Project SEARCH spring graduates pictured above. A new class of interns will be starting at Ascension Mercy this fall. This year we will be welcoming 8 new interns for the 2023-24 school year. Please also welcome new Project SEARCH staff member Kailey Colwell, and returning staff members Dana Zander, Nancy Miller, Jana Weigandt and Mary Connors.

Project SEARCH is a high school transition program; a unique, business led, one-year school-to-work program that takes place entirely at the workplace. The focus is on helping youth with disabilities make successful transitions from school to adult life. Ascension Mercy and Franciscan Courts partner with the Oshkosh Area School District, Goodwill Industries, the Division of Vocational Rehabilitation and other agency support services for the benefit of the interns. Ascension Mercy has participated in the program since 2016, hosting 82 interns. Ascension Mercy/Franciscan Courts has hired 9 interns over the years.

Amy Brownson, Manager Volunteer Services

## New England Adventure with the Mercy Hospital Volunteers

Experience the beauty of autumn in historic New England. The Mercy Hospital Volunteers (MHV) are putting together a fall package for 2024 thru Collette Travel. The trip would feature 8 days to include sights in: Boston, Vermont, New Hampshire, and Maine. The tour is open to any adult. For a full itinerary, including trip pricing, please pick up an information packet in the Volunteer Services office or Mercy Hospital Gift Shop. For any questions or if you would like your name added to the list, contact Sue Boerschinger at 920-468-4559 or [sboers42@gmail.com](mailto:sboers42@gmail.com).

Sue Boerschinger, Fundraising Chair



Tour Route

## FY 2024 MHV Board and Meeting Schedule (July 1, 2023 - June 30, 2024)

### BOARD MEETINGS:

Mondays 9:30–11:00 am in the Volunteer Services

Multi-purpose Room

August 21, 2023

February 19, 2024

May 20, 2024

### ANNUAL MEETING:

Monday 9:30–11:00 am in the Integrity

Conference Room

November 20, 2023

*Continental breakfast to be served*

***All are welcome to attend!***

### MHV ADVISORY BOARD:

Executive Board

Chairman: Sue Boerschinger

Vice-Chairman: Sue Knobloch

Treasurer: Debbie Seekings

Secretary: Lisa Peters

Committee Chairmen

Bylaws: Sue Knobloch

Community Health Education & Public Relations:  
Joan Bitter

Craft Projects: Karry VandenHeuvel

Fundraising: Pam Anderson, Peg Larson, Karry

VandenHeuvel & Sue Boerschinger

Gift Shop: Mimi Adam & Cheryl Curtin

Hospitality: Pam Anderson

Nominating: June Wiechman

Scholarship: Sue Boerschinger

Members at Large: Roger Grosnick & **OPEN**



## Mercy Gift Shop & Fundraising

In the beginning of 2023, the Mercy Hospital Gift Shop implemented a new loyalty card program. These cards have been a huge hit! Each time that you shop with our loyalty card, you will get one punch closer to a 40% off coupon. Complete 9 visits at the Gift Shop and you will receive 40% off your 10<sup>th</sup> purchase. Stop in during our open hours and get your loyalty card started:

Monday 9:00 A.M. - 7:00 P.M.

Tuesday 9:00 A.M. - 7:00 P.M.

Wednesday 9:00 A.M. - 5:00 P.M.

Thursday 9:00 A.M. - 5:00 P.M.

Friday 9:00 A.M. - 5:00 P.M.



Spring Plant Sale

The Mercy Volunteers hold various fundraisers throughout the year. We are always looking for new ideas for our fundraisers and are open to any feedback you can provide. If you know of any places that host fundraisers that you would like to see at Mercy Hospital please email or call Kristal Coats, Gift Shop and Fundraising Coordinator at [kristal.wiese@ascension.org](mailto:kristal.wiese@ascension.org) or 920-223-4440. I wish you all a Happy Summer!

Kristal Coats, Gift Shop and Fundraising Coordinator

## UW-Oshkosh Nursing Scholarships Awarded

The Ascension Mercy Hospital Volunteer (MHV) board is pleased to announce the recipients of the UW Oshkosh Nursing MHV scholarships for the academic year 2023-2024. Two scholarships were awarded, and recipients are Jenna Lieders and Chloe Bunker.

Each scholarship of \$1,000 is applied to the cost of tuition. Each student has demonstrated financial need and excellent academic achievement.

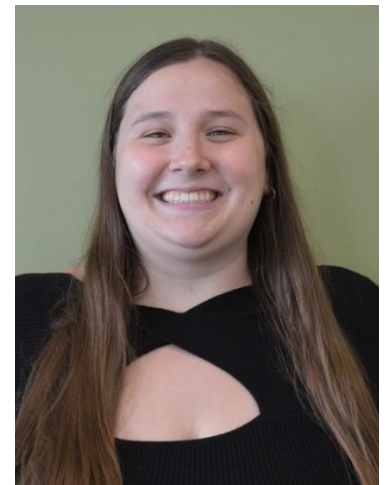


Jenna L.

**Jenna** is from Stratford, WI and currently a junior in the Nursing program at UW Oshkosh. "Volunteering in a hospital at such a young age inspired me to pursue a career in nursing and exposed me to various departments." Giving back to the community is very important to me especially with those who are ill and hospitalized. The generous gift of money allows me to focus more on my academics and work less hours."

**Chloe** is from Monroe, WI and currently a junior in the Nursing Program at UW Oshkosh. "I have worked several jobs to fund my education, and being a hardworking person, student and CNA has allowed me to continue my education. Mercy Hospital is a wonderful place to volunteer and has contributed to my Nursing School experience in the clinical setting."

Laura Hensel, Volunteer Coordinator



Chloe B.

# Patient Experience



## Epic Welcome Kiosks Facilitate Patient Experience

The Epic Welcome Kiosk is a software application used across hospitals and larger health systems for patient check-in, documentation, and registration processes. The self-service kiosk allows patients to enter personal information, medical history, insurance information, and sign necessary consent forms. Ascension has transitioned to Epic and is using this technology in many areas.

### Key Capabilities of Epic Kiosk Solutions

- 1) **Self-Service Functionality** – Allows patients to complete pre-appointment documents prior to the appointment to cut down waiting times.
- 2) **Electronic Documentation** – Streamlines patient registration processes and reduces the need for paper forms across organizations.
- 3) **Estimated Wait Times** – Reduces onsite check-in steps and wait times.
- 4) **Appointment Reminders** – Patients can choose to receive appointment reminders via email or text message.

### Main Advantages of the Healthcare Kiosk

- 1) **Efficient Check-Ins** – Offers a quicker check-in process
- 2) **Improved Accuracy** – Patients can enter and review their medical information to ensure accuracy.
- 3) **Increased Privacy** – Patients can enter their own medical information prior to the appointment to avoid having to answer sensitive questions in a public setting.
- 4) **Reduced Workload** – Automated check-ins allows staff to focus other job-related tasks and improving relationships with patients across the facility.

Excerpted from <https://www.suretysystems.com/insights/how-to-use-epic-welcome-kiosk-to-improve-patient-experiences/>

# Safety Matters

## Trip and Fall Hazards in Our Workspaces

There are an increasing number of associates being injured in their home departments. Since we are comfortable in our daily environment, we may let routine and convenience, "TRIP US UP!"

We need to be alert for:

- ✓ Tripping over wires under desks and workstations.
- ✓ Tripping and falling over personal possessions such as purses or bags.

**Take a minute & check your workstation.** Remove personal items or place them out of the way. Identify possible tripping hazards and report them to **Medxcel 855-710-3679**

Excerpted from Medxcel Safety Matters Newsletter – March 20

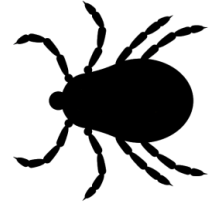


# Welcome New Volunteers

4/1/23 – 7/31/23

Alberta Albright	Hattie Engeldinger	Lynn Jones	Olivia Kallas
Zoe Pelot	Kathy Rogge	Natalie Rowe	

## Health Watch



### Fast Facts from the WHA Information Center: Lyme Disease

With summer here, residents are taking advantage of the great outdoors. While the summertime in Wisconsin is one of the best times of year, there are certain diseases to be on the lookout for that mainly occur during the summer. Lyme disease, a tick-borne infection, is one of the diseases to be cautious about in both humans and pets. The following are tips from Mayo Clinic to help prevent tick bites that may cause Lyme Disease:

#### Use tick repellent:

- Spray your outdoor clothing, shoes, tent, and other camping gear with a repellent that has 0.5% permethrin. Some gear and clothing may be pre-treated with permethrin.
- Use an insect repellent registered with the Environmental Protection Agency on any exposed skin, except your face. These include repellents that contain DEET, picaridin, IR3535, oil of lemon eucalyptus (OLE), para-menthane-diol (PMD) or 2-undecanone.

#### Dress for protection:

- Wear light-colored clothing that makes it easier for you or others to see ticks on your clothing.
- Avoid open-toed shoes or sandals.
- Wear long-sleeved shirts tucked into your pants.
- Wear long pants tucked into your socks.

#### Check for ticks:

- Shower as soon as possible to wash off any loose ticks. Check for ticks that may have burrowed.
- Check your gear. Before you wash your outdoor clothes, put them in the dryer on hot for at least 10 minutes to kill ticks.

#### Other tips:

- Do a daily inspection for ticks on any pet that spends time outdoors.
- Stay on clear paths as much as possible in wooded and grassy areas.

Excerpted from WHA newsletter "The Valued Voice" Vol. 67, Issue 21, <https://www.wha.org/vv-06-01-2023/4>

# Health Care Advocacy

## Reimbursement & Coverage

Two out of three patients receiving care at a Wisconsin hospital are covered by either Medicare or Medicaid (BadgerCare). Both the federal Medicare and state-administered Medicaid programs underfund Wisconsin hospitals, causing a cost-shift onto everyone else who receives care at a hospital. This underfunding and resulting cost-shift has been called a “Hidden Health Care Tax” by Wisconsin businesses. Between Medicare and Medicaid, the government programs underfund Wisconsin hospitals by \$3 billion a year – for hospital services alone.

Over 200,000 low-to-middle income Wisconsin residents depend on subsidized individual health insurance coverage on the exchange. WHA advocates at both the state and federal levels to enact policies that improve choice, competition, and affordability in Wisconsin’s individual insurance marketplace, which includes plans offered through the exchange.

Starting in 2013, Wisconsin lawmakers created and increased funding to the Medicaid Disproportionate Share Hospital (DSH) program, an important hospital supplemental payment that helps offset Medicaid’s below-cost reimbursement and helps improve access to care for everyone. While Wisconsin’s DSH program remains much smaller than those in other states when compared to overall Medicaid expenditures, Wisconsin’s DSH program continues to provide important funding for hospitals serving patients living in poverty. In 2017, the legislature also created a similar program called the Rural Critical Care (RCC) supplement program that provides similar assistance to 27 rural Wisconsin hospitals.

Excerpted from the Wisconsin Hospital Association’s website at: <https://www.wha.org/HealthCareTopics/R/Reimbursement-Coverage>

## Wisconsin’s Hidden Health Care Tax





# Volunteer Opportunities

## RECEPTION DESK

**URGENT NEED!** Volunteers greet and provide information to visitors and patients. Immediate openings: Tuesday and Wednesday mornings and afternoons on Wednesdays, Thursdays, and Fridays. Duties include providing escort or wheelchair transport to Outpatient Procedures Area (OPA), or to an inpatient unit at admit, assisting patients at the registration kiosk, and keeping the lobby area tidy.

## GIFT SHOP

Volunteers greet customers, handle sales via money/checks/credit cards, replenish the candy supply, deliver gifts or flowers to patients, and dust or straighten as needed.



Lynn J. – Gift Shop



Randy S. & Staff – North Reception Desk

For more information, please contact Ascension Mercy Hospital Volunteer Services at 920-223-0225 or email [MHVolun@ascension.org](mailto:MHVolun@ascension.org). You can apply online at [www.ascension.org/ascensionmercyvolunteer](http://www.ascension.org/ascensionmercyvolunteer)

# Volunteers – in Action!



Olivia K. – Info Desk



Bev H. – Plant Sale Fundraiser



Bob F. – Volunteer Garden





Earl D. – Info Desk



Alice O – Outdoor Beautification



Gov. Thompson, Toby V., Sue B., Gov. Doyle, & Laura H. – Advocacy Day



Bonnie S. – Gift Shop



Margaret B. – Oakwood Desk



Sue S. – Breast Center



Tim L. – PCU 2

# Upcoming Calendar of Events

\*TBD = to be determined

August 8 <sup>th</sup>	Dine out Fundraiser at The Taqueria	Dine out at The Taqueria and a portion of all sales will be donated to MHV.
August 21 <sup>st</sup>	MHV Board Meeting 9:30AM	Volunteer Services Multipurpose Room
September 6 <sup>th</sup> & 7 <sup>th</sup>	Collective Goods Book Sale Fundraiser	Main Entrance Hallway
September 12 <sup>th</sup> & 13 <sup>th</sup>	Nutman Company Fundraiser	Main Entrance Hallway
September 1 <sup>st</sup> , 8 <sup>th</sup> , 15 <sup>th</sup> , 22 <sup>nd</sup> , & 29 <sup>th</sup>	Friday Fun Scrubs and Jeans Days Fundraiser	Wear your Fun Scrubs or Jeans, donate \$2 for each Friday to Volunteer Services or the Gift Shop
September/October	Volunteer Annual In-service	Annual In-Service Packets to be mailed or emailed out to volunteers. Complete and send quiz back to the office
October 3 – 5	Partners of Wisconsin Hospital Association (WHA) Convention	Holiday Inn and Convention Center, Stevens Point
October 11 <sup>th</sup>	Unique Jewelry by Judy Fundraiser	Main Entrance Hallway
October 16 <sup>th</sup> - November 13 <sup>th</sup>	Christmas Raffle	Several amazing prizes will be available to win! Tickets can be purchased in the Gift Shop or by emailing <a href="mailto:kristal.wiese@ascension.org">kristal.wiese@ascension.org</a> . Drawing will be held on Monday November 13 <sup>th</sup> at noon.
November 2 <sup>nd</sup> & 3 <sup>rd</sup> ( <i>preview day Nov. 1<sup>st</sup></i> )	Gift Shop Holiday Open House	Visit the Gift Shop for our annual holiday open house and shop early discounts on holiday décor.
November 14 <sup>th</sup>	Dine out Fundraiser at Rocky Rococo's	Dine out at Rocky Rococo's between 4pm-7pm and a portion of all sales will be donated to MHV.
November 20 <sup>th</sup>	MHV Board & Annual Meeting 9:30AM	Integrity Conference Room – All are welcome!

